



ASSOCIATE INFORMATION SYSTEMS ANALYST (Specialist)
DEPARTMENTAL PROMOTIONAL EXAMINATION
SALARY RANGE: \$4,619.00 - \$5,897.00
FINAL FILING DATE: March 27, 2009

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE SINCE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

WHO MAY APPLY	<p>This is a promotional examination for the Victim Compensation and Government Claims Board (VCGCB). Applicants must be currently employed with VCGCB or have eligibility to compete in VCGCB promotional examinations and have a permanent civil service appointment without a permanent break in service as of the final filing date. Under certain circumstances, other employees may be allowed to compete. Refer to the GENERAL INFORMATION, <u>Promotional Examinations Only</u> section at the end of this bulletin for other eligibility requirements.</p>
HOW TO APPLY	<p>Applications (Form 678) are available online at www.spb.ca.gov. Refer to the GENERAL INFORMATION, <u>Applications are available</u>, section at the end of this bulletin for more information. Applications may be filed in person or by mail. Resumes alone will not be accepted. Applications (Form 678) must be POSTMARKED no later than the final filing date. Applications postmarked, personally delivered or received via interoffice mail after the final filing date will not be accepted for any reason. FAXED APPLICATIONS WILL NOT BE ACCEPTED. Submit applications to:</p> <p>VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD MAILING ADDRESS: P.O. BOX 48 SACRAMENTO, CA 95812-0048 STREET ADDRESS: 400 R STREET, 4TH FLOOR SACRAMENTO, CA 95811-6213</p> <p>NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.</p>
SPECIAL TESTING ARRANGEMENTS	<p>If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the application. You will be contacted to make specific arrangements.</p>
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>Applicants must meet the experience/education requirements by the final filing date. Your signature on your application indicates that you have read, understood and possess the qualifications required. Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I," or "Or II," etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.</p> <p>NOTE: Applications/resumes MUST contain the following information: "to" and "from" dates (month/day/year), time base, civil service class title(s), and range, if applicable. College course information MUST include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable). Applications/resumes received without this information may be rejected.</p>
MINIMUM QUALIFICATIONS	<p>Either I</p> <p>One year of experience in the California state service performing duties comparable to an Assistant Information Systems Analyst (RangeC); Programmer II; Information Systems Technician Specialist II; Information Systems Technician Supervisor II; Computer Operations Specialist II; or Computer Operations Supervisor II.</p> <p>Or II</p> <p>Eighteen months of progressively responsible analytical experience in performing a variety of information systems analysis, design, development, installation, implementation, procurement, or technical support duties in connection with information technology systems, multifunction office automation systems, microcomputer systems, or teleprocessing networks. At least one year of this experience must include completion of analytical studies for the support, development, installation, implementation, or procurement of information technology systems.</p> <p>Or III</p> <p>Equivalent to graduation from a recognized college or university with a minimum of 24 semester or 36 quarter units in information technology-related coursework. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.)</p>
THE POSITION	<p>This is the entry level, developmental and first (Specialist) working level in the series. While in a trainee capacity, incumbents work under close supervision and learn to perform a variety of technical and analytical business service activities. As their skills and abilities develop, incumbents are expected to perform with increasing independence. Fully trained incumbents may, under supervision, independently perform technical business service work of a routine nature in a variety of functions; assist in the performance of more difficult and complex technical and analytical business service work; or be assigned responsibility for one or more of the least complex business service functions which are Equipment and Supplies Management, Support Services and Building Maintenance.</p> <p>Positions at this level are nonsupervisory but may serve as lead over lower level clerical and other staff. Positions are permanently allocated to this class when the major portion of the duties does not include independent responsibility for the more difficult and complex assignments found at the Business Service Officer I (Specialist) level.</p>

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

EXAMINATION
INFORMATION

QUALIFICATIONS APPRAISAL INTERVIEW WEIGHTED 100%

This examination will consist of a Qualification Appraisal Interview (QAP), weighted 100%. The QAP will consist of pre-determined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED FROM THE EXAMINATION.**

OR:

If conditions warrant, this examination may utilize an evaluation of each competitor's experience and education compared to a standard developed from this class specification. For this reason, it is especially important that each competitor take special care in filling out his or her application accurately and completely. List all experience relevant to the "REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION" shown on this announcement, even if that experience goes beyond the seven-year limit printed on the application. Supplementary information will be accepted, but read the "REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION" carefully to see what kind of information will be useful to the staff doing the evaluation.

SCOPE

In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis will be on measuring competitively, relative to job demands, each competitor's:

Knowledge of:

- 1. Principles of public administration, organization, and management.
- 2. Information technology systems equipment, software, and practices.
- 3. Analytical techniques.
- 4. Technical report writing.

Ability to:

- 1. Analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions.
- 2. Develop effective solutions.
- 3. Apply creative thinking in the design of methods of processing information with information technology systems.
- 4. Monitor and resolve problems with information technology systems hardware, software, and processes. Establish and maintain effective working relationships with others.
- 5. Communicate effectively.

ELIGIBLE LIST
INFORMATION

A departmental promotional eligible list will be established for the Victim Compensation and Government Claims Board. This list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

VETERANS
PREFERENCE

Veterans' Preference Credit is not granted in promotional examinations.

GENERAL INFORMATION

It is the candidate's responsibility to contact the VCGCB Office of Human Resources at (916) 491-3806 three days prior to the written test date if s/he has not received his/her notice; or three weeks after the final filing date if there is no written test.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, s/he will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department, or on the Internet at <http://www.spb.ca.gov>.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant as determined by the departmental testing office. Ordinarily, interviews are scheduled in Sacramento.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. In addition, Government Code Sections 18990 and 18992 permit certain exempt employees employed by the Legislature or the Executive Branch to participate in civil service promotional exams. These codes and rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open exams investigation may be made of employment records and personal history--fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the depth, breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her efforts toward self-development.

High School Equivalence: Equivalent to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.
California Relay (Telephone) Service for the Deaf or Hearing Impaired:
From TDD phones 1-800-735-2929 ☎ Voice 1-800-735-2922